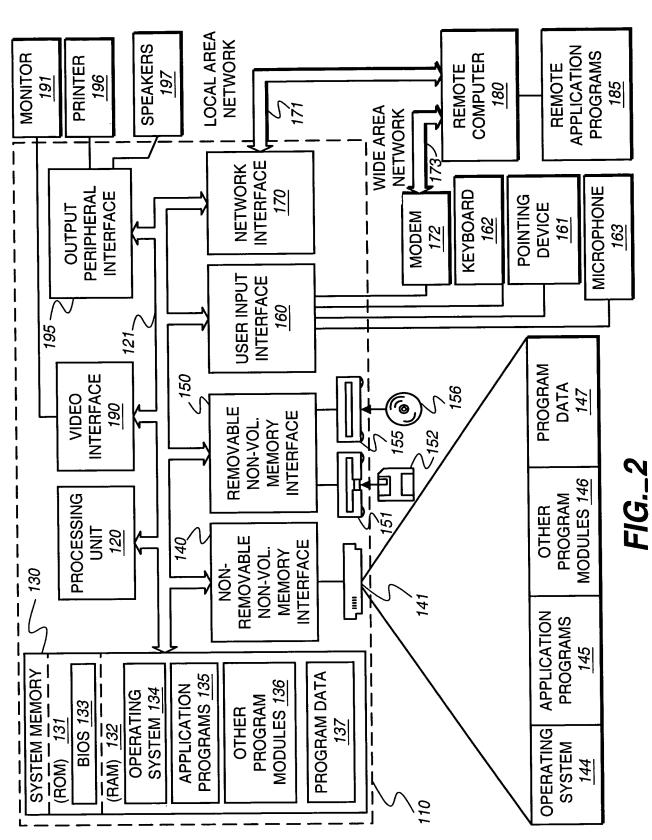
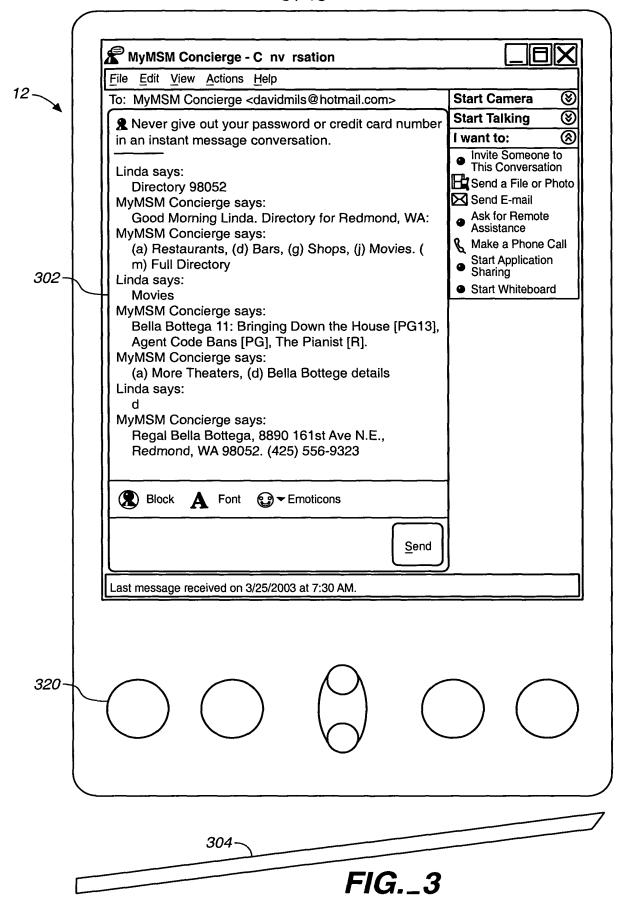


FIG.\_1

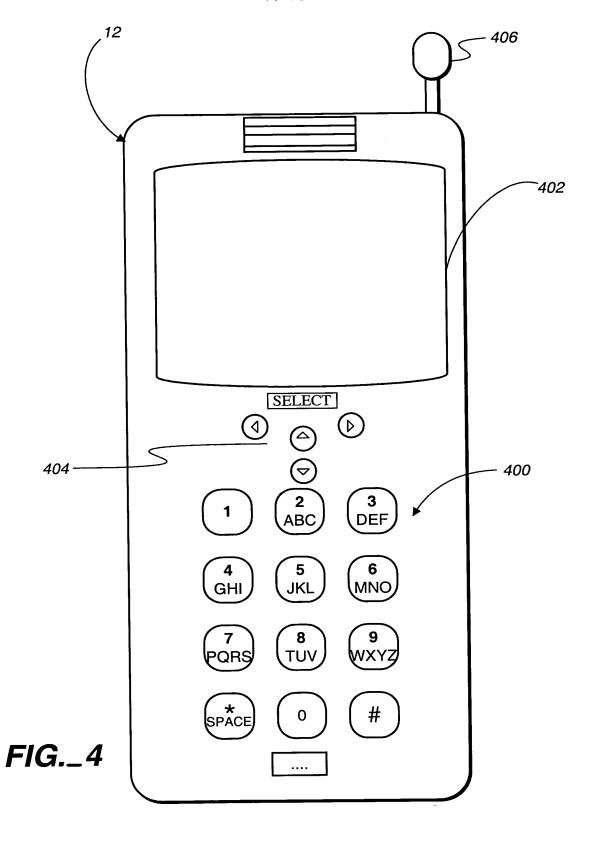
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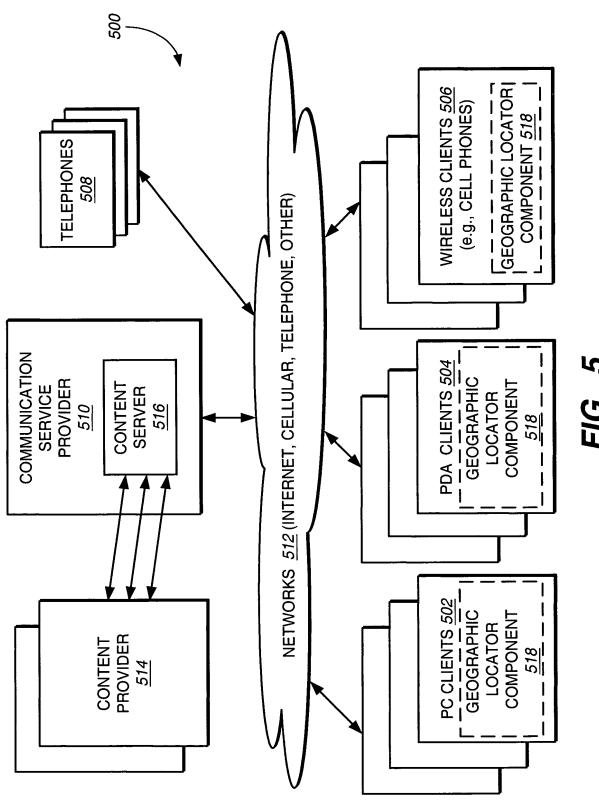
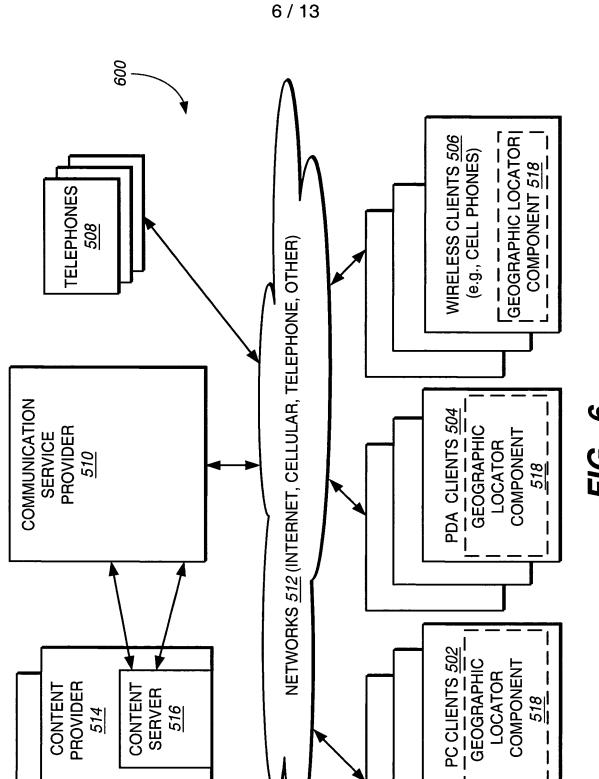


FIG.\_5



-<u>1</u>2:-p

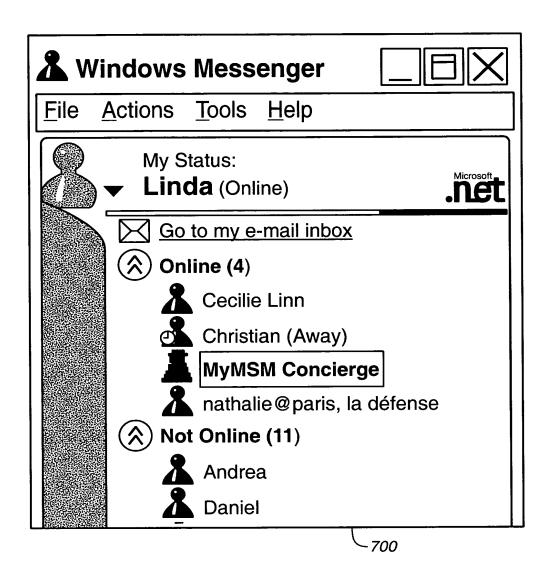


FIG.\_7

<b>49</b>	
MyMSM Concierge - Conversation	
<u>File Edit View Actions Help</u>	
To: MyMSM Concierge <davidmils@hotmail.com></davidmils@hotmail.com>	Start Camera 🛞
R Never give out your password or credit card number	Start Talking 🛞
in an instant message conversation.	I want to:
Linda says: What's up?	● Invite Someone to This Conversation  □ Send a File or Photo
MyMSM Concierge says:	Send E-mail
Good Morning Linda. What's up where? a: Home, d: Work, g: DownTown, j: New Place)	Ask for Remote Assistance
Linda says:	🐧 Make a Phone Call
g MyMSM Concierge says:	<ul><li>Start Application Sharing</li></ul>
What's up in DownTown: Rain is expected in the afternoon, 57 degrees (a). Traffic is heavy on 4th Ave going north. Accident on 5th and Pike (d). Mariners game at 7pm (g). Linda says: Back MyMSM Concierge says: Good Morning Linda. What's up where a: Home, d: Work, g: DownTown, j: New Place)	Start Whiteboard
Block A Font ⊕ ▼ Emoticons  Send	
Last message received on 3/25/2003 at 7:23 AM.	
	800

FIG.\_8

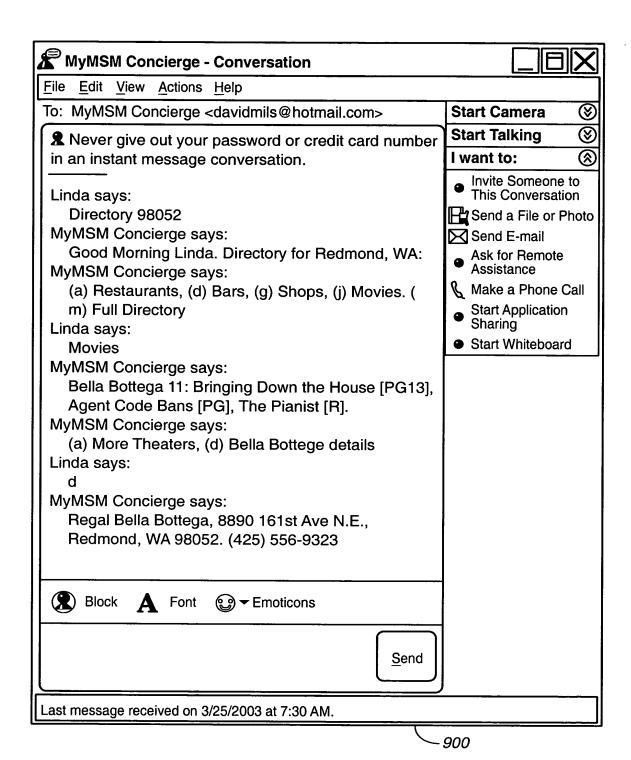
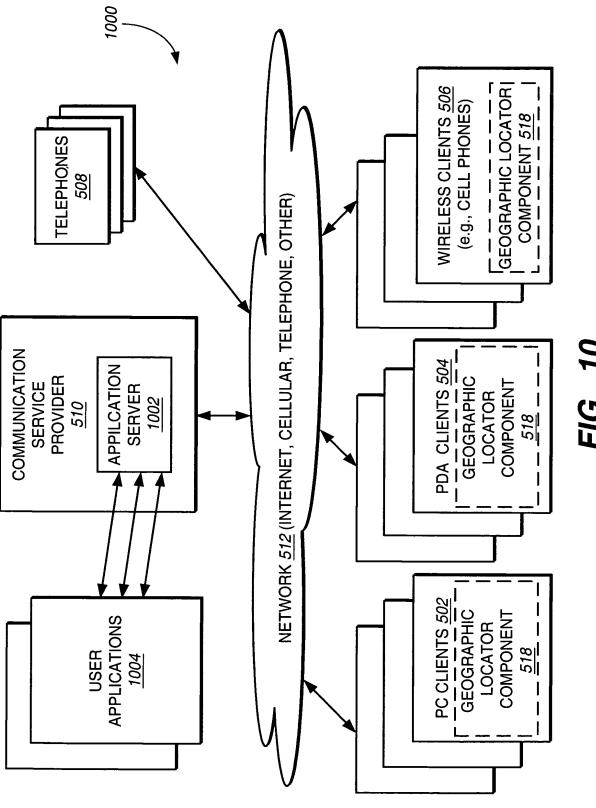
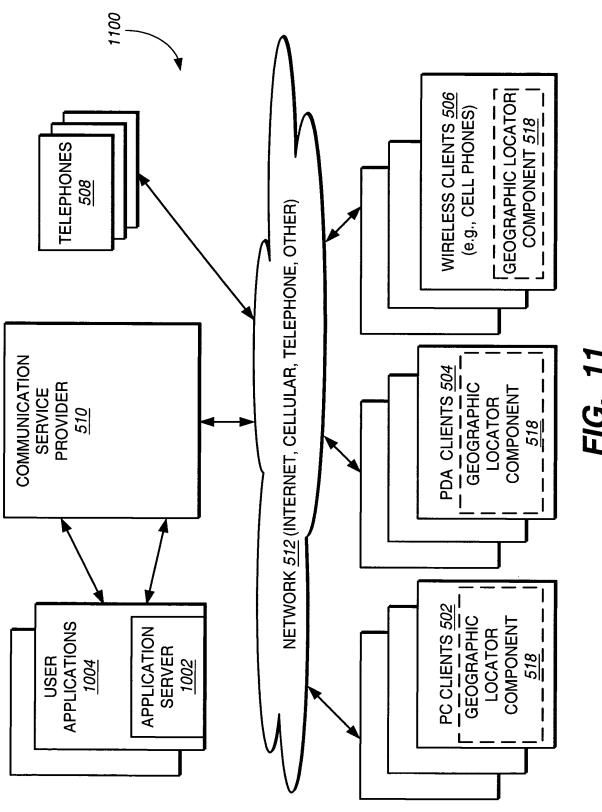


FIG.\_9







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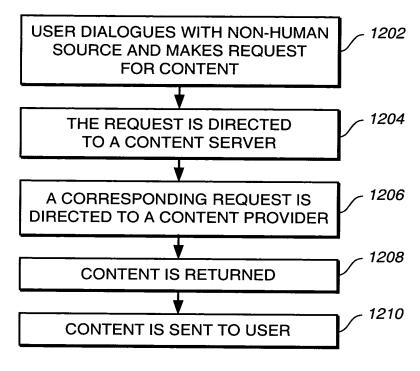
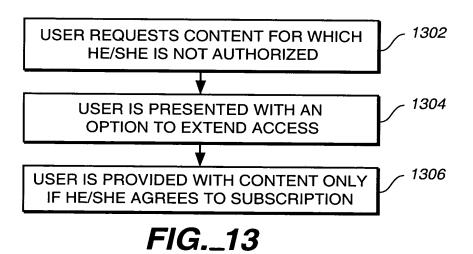


FIG.\_12



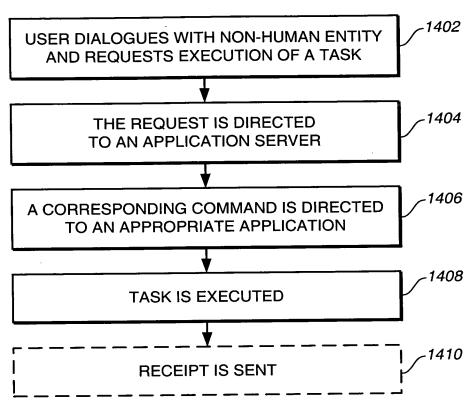


FIG.\_14